



SIP Software Release 4.3 Service Pack 1 for 1100 / 1200 Series IP Deskphones: Read me Document

Avaya is pleased to announce the availability of SIP Software Release 4.3 Service Pack 1 for 1100 and 1200 Series IP Deskphones. SIP Software Release 4.3 Service Pack 1 (SIP R4.3 SP1) provides User Experience and quality improvements particularly for better interworking with IP Office and some language translation improvements.

SIP R4.3 SP1 is available in the following software versions for the following IP Deskphones:

SIP Software Release 4.3 SP1	
Hardware Model	Software
1120E IP Deskphone	04.03.12.00
1140E IP Deskphone	04.03.12.00
1165E IP Deskphone	04.03.12.00
1220 IP Deskphone	04.03.12.00
1230 IP Deskphone	04.03.12.00

In addition, new language files, version 4.2.7, are also available on the Avaya Support portal, and include some translation improvements. Language files are used for localization of IP Deskphones, and need to be updated separate from the SIP Software upgrade. The Language files are downloaded to the IP Deskphone via the Provisioning file. Up to five language files can be downloaded to the IP Deskphones. More details can be found in NN43170-600 SIP Software for Avaya 1100 Series IP Deskphones – Administration Guide. After a language file is downloaded to the IP Deskphone, the end-user can change the language that is displayed on the IP Deskphone by selecting the corresponding language in the Preferences menu.

Avaya recommends an upgrade to this SIP Software Release 4.3 Service Pack 1 for all applicable IP Deskphones and Call Servers at the earliest convenience. This SIP Software Service Pack 1 Release is compatible with the following Call Server platforms:

- Avaya IP Office R8.1 (1220, 1230, 1120E, 1140E IP Deskphones only)
- Avaya Branch Gateway B5800 Release 6.2 (1220, 1230, 1120E, 1140E IP Deskphones only)
- Avaya Communications Server 1000 (CS1000) R7.0 and R7.5 (1220, 1230, 1120E, 1140E, 1165E)
- Avaya CS2100 SE13 (1220, 1230, 1120E, 1140E, 1165E)

SIP Software Release 4.3 Service Pack 1 for IP Deskphones is available for download from the 'Downloads Page' on the Avaya Support Portal located at:

https://support.avaya.com/css/appmanager/css/support/Downloads/P0599#wlp_Downloads_Page. On that webpage, use the pull down tab to select 'SIP 4.3 Service Pack 1'. The software is available by IP Deskphone model, and the Language Files are kept here as well.

NOTE: These SIP software loads are not introduced as the default loads for the IP Deskphones shipped from Avaya. A software upgrade is required for IP Deskphones which require SIP software.

Quality Improvements

This SIP Software Release 4.3 Service Pack 1 for 1100 Series and 1200 Series IP Deskphones continues to improve the overall quality of the IP Deskphone software through the delivery of ongoing resolution of Avaya identified work items. Numerous quality improvements are included, primarily in support of better interworking with Avaya IP Office.

In addition, new language files, version 4.2.7, include a few language translation corrections for prompts on the display.

IP Deskphone Compatibility

The following Software files contain SIP Software Release 4.3 Service Pack 1 compatible with the following IP Deskphones:

IP Deskphone Compatibility		
PEC	Description	Software File
NTYS03xxE6	1120E IP Deskphone	SIP1120e04.03.12.00.bin
NTYS05xxE6	1140E IP Deskphone	SIP1140e04.03.12.00.bin
NTYS07xxE6	1165E IP Deskphone	SIP1165e04.03.12.00.bin
NTYS19xx70E6	1220 IP Deskphone	SIP12x004.03.12.00.bin
NTYS20xx70E6	1230 IP Deskphone	SIP12x004.03.12.00.bin

Note: Early vintages of some IP Deskphone models have smaller memory capacity than models built later. IP Deskphones with smaller memory may go through a number of reboots before the SIP 4.3 SP1 upgrade is installed. See the Product Advisements section in this Readme document for more information.

Call Server Compatibility and Requirements

SIP Software Release 4.3 Service Pack 1 is compatible with the Avaya Call Servers listed below.

- Avaya IP Office Release 8.1
- Avaya Branch Gateway B5800 Release 6.2
- Avaya CS1000 Release 7.0 and Release 7.5
- Avaya CS2100 SE13

Product Advisements

The following is a list of resolved Product Advisements associated with the previous SIP Software Release 4.3. These have been addressed with this Service Pack 1 release.

- | | |
|------------|---|
| wi00962509 | In some cases in a 3 way conference call, if the added party hangs up, there is no audio path for the remaining two parties. This is not an issue on IP Office or CS1000 since the server hosts all conference calls. This issue has been addressed in this SIP Software Release 4.3 Service Pack 1. |
| wi00961725 | An "Add" softkey appears when adding a directory entry, but the softkey has no effect if pressed. To add a new directory entry, the user should follow the prompts on the display and press 'Next' which is displayed as a softkey. This issue has been addressed by removing the 'Add' softkey. |
| wi00964469 | 1230 set has no dialtone when intercom selected - intermittent. In a couple of instances, it was observed that when the handset was lifted there was no dial tone, but the '>' prompt was displayed and a call could be made. After the call was made and then released, the problem cleared and dial tone was available for the next call. (previously tracked under wi00951206). This issue has been addressed in this SIP Software Release 4.3 Service Pack 1. |
| wi00944806 | No localization for Paging Volume in the Paging tone section in Preferences menu. The sub-menu item in the IP Deskphone Preferences menu is displayed in English, no matter what language is set |

on the phone. This issue has been addressed in this SIP Software Release 4.3 Service Pack 1. The fix for this issue requires the IP Deskphone to be upgraded to include the new language files version 4.2.7 that are available on the Avaya Support Portal.

- wi00953901 Specific parameters related to NAT traversal, VQMON configuration, SRTP settings, SSH settings, CA server settings, and audio codec settings, cannot be specified in server profiles. See also wi00964473) This issue has been addressed in this SIP Software Release 4.3 Service Pack 1.
- wi00947254 When connected to CS1000, and upon language set-up across a two-user scenario, when setting the language for the second user after the first user has been set to a language other than English, the phone displays English in the language field (instead of the language setting of User 1) and you cannot change the language to English for the 2nd User, but you can change to another language. (see also wi00966016) This issue has been addressed in this SIP Software Release 4.3 Service Pack 1.

The following is a list of Product Advisements or notes associated with SIP Software Release 4.3 Service Pack 1. Some advisements remain from previous releases of software, whereas other advisements reflect new or changed behavior introduced with SIP Software Release 4.3 Service Pack 1.

- wi00963425 In some cases, calls made from the Outbox / Redial list are made to the wrong number. This issue is applicable to the IP Office environment only.
- Note User data such as custom ring tones, images, etc. must not exceed a total of 500kB. There may be not enough space in the file system for other data (e.g. phone logs, language files, user preferences, address books, Inbox/Outbox, etc.).
- Note: Some earlier vintages of 1120E and 1140E IP Deskphones may go through a number of reboots before the SIP Software Release 4.3 upgrade is installed, due to a different memory configuration on these earlier models. See the chart below for vintages of 1120E and 1140E IP Deskphones that may exhibit this behavior. Note that this has changed from a previous communication where the earlier vintages of the 1120E and 1140E IP Deskphones noted below were said to be not supported at all.

IP Phone 1120E

NTYS03AC N0132697 IP Phone 1120E Graphite w/ Icon Keys w/o PS
NTYS03ACE6 N0132699 IP Phone 1120E Graphite w/ Icon Keys w/o PS (RoHS)
NTYS03BC N0132698 IP Phone 1120E Graphite w/ Eng Keys w/o PS
NTYS03BCE6 N0132700 IP Phone 1120E Graphite w/ Eng Keys w/o PS (RoHS)
NTYS03BCGSE6 N0132701 IP Phone 1120E Graphite w/ Eng Keys w/o PS (GSA)
NTYS03CAE6 N0142351 IP Phone 1120E (SIP) Graphite w/ Icon Keys w/o PS (RoHS)
NTYS03DAE6 N0142352 IP Phone 1120E (SIP) Graphite w/ Eng Keys w/o PS (RoHS)

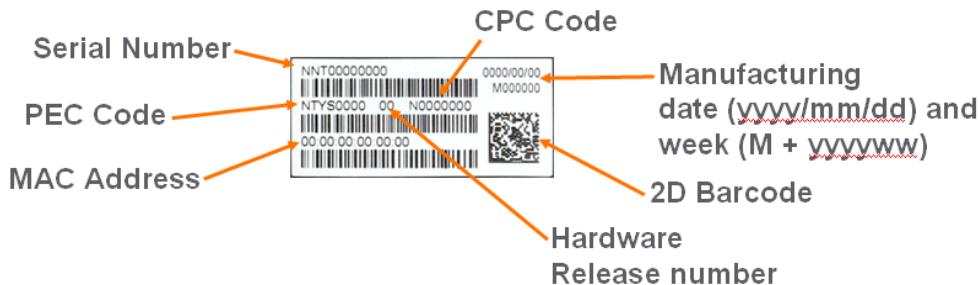
IP Phone 1140E

NTYS05AC N0132702 IP Phone 1140E Graphite w/ Icon Keys w/o PS
NTYS05ACE6 N0132704 IP Phone 1140E Graphite w/ Icon Keys w/o PS (RoHS)
NTYS05BC N0132703 IP Phone 1140E Graphite w/ Eng Keys w/o PS
NTYS05BCE6 N0132705 IP Phone 1140E Graphite w/ Eng Keys w/o PS (RoHS)
NTYS05BCGSE6 N0132706 IP Phone 1140E Graphite w/ Eng Keys w/o PS (GSA)
NTYS05CAE6 N0142353 IP Phone 1140E (SIP) Graphite w/ Icon Keys w/o PS (RoHS)
NTYS05DAE6 N0142354 IP Phone 1140E (SIP) Graphite w/ Eng Keys w/o PS (RoHS)

1120E and 1140E IP Deskphones with PEC codes later than those in the table above will not show this behavior. That is, 1120E with PEC Codes with 'D' in them (NTYS03ADE6, NTYS03BDE6) or higher (where this character in the PEC Code is 'D' 'E', 'F' or beyond) will not show this behavior.

Similarly, 1140E PEC Codes NTYS05AEE6, NTYS05BEE6, NTYS05BEGS or above will not show this issue.

The Figure below provides an explanation of where to identify the PEC and Hardware Release Number on the white product label located on the back of the IP Deskphone.



The following Product Advisements are related to known product behavior related to network conditions, hardware and accessories.

IP Deskphone's performance will be diminished during broadcast storms (applies to all the IP Deskphones)

By default, network traffic to the IP Deskphone will be accepted based on the packet's destination MAC address. The phone will therefore accept, in addition to all unicast packets sent to the phones MAC address, all broadcast and multicast packets as well. If the network environment results in a high amount of broadcast or multicast traffic, the IP Deskphone's performance may be impacted.

If "Voice 802.1Q" is enabled on the phone, the phone can then be provisioned to filter some or all of the broadcast or multicast traffic. If "VLAN Filter" is enabled, packets will be accepted by the phone based on the packet's destination MAC address as well as the packet's VLAN tag. Untagged packets and packets with a VLAN tag different from the Voice VLAN ID will be prevented from reaching the phone. This will protect the voice application from excessive traffic sent to the broadcast address or to the multicast addresses. But please be aware, if VLAN filtering is enabled on the phone, one must ensure that voice packets are tagged with the appropriate VLAN ID as they exit the network switch, or else the packets will be dropped by the filter.

Throughput may be slow for large file transfers on conversions from GigE to 100Mbit (applies to the 1120E, 1140E, and 1165E IP Deskphones)

In networks in which a PC is connected to the IP Deskphone's PC port and the PC's NIC speed is 100Mbit but the network speed is at GigE, large file transfers to the PC can take quite a long time. This is an issue with large file transfers only. Due to the speed mismatch between the phone's two ports the buffers in the phone can overflow resulting in retransmissions.

Although the IP Deskphones support Ethernet flow control (802.3x), the support is only implemented on the phone's PC port, not on the phone's network port. Ethernet flow control is a mechanism where the IP Deskphone can request a brief "pause" from the transmitting Ethernet device if the IP Deskphone buffers are about to overflow.

Ethernet flow control cannot be implemented on the phone's network port, since it impacts the phone's voice quality. As a result, in environments where the network is GigE but the PC NIC is only 100Mbit, large file transfers from the network to the PC can take quite a long time. On the other hand, since Ethernet flow control is implemented on the phone's PC port, in environments where the PC NIC is GigE but the network is only 100Mbits, large file transfers should be well managed by the phone's Ethernet flow control mechanism.

Some models of Plantronics Bluetooth headset may unexpectedly become unpaired (applies to the 1140E and 1165E IP Deskphones)

An issue was uncovered with certain Plantronics Bluetooth headsets (including the formerly validated Plantronics Voyager 510/510S) in which the headset may unexpectedly become unpaired. If the unpair occurs during an active call, all audio will be lost to and from the headset. In such a situation the call will remain active and the user is recommended to switch to handset or handsfree. Due to the severity of this issue, Avaya does not recommend the use of the Plantronics Voyager 510/510S headset. The 1165E IP Deskphone is not supported with IP Office.

Backlight Interaction with USB devices (applies to the 1120E and 1140E IP Deskphones)

Some USB devices (i.e. Mice or Keyboards) send regular coordinate update messages to the phone even when the device is not being used. This can cause the sleep mode for the backlight to not be properly invoked.

Power disruption during software upgrade will corrupt the upgrade (applies to all the IP Deskphones)

During a software upgrade, if a power disruption is experienced by the phone, the software upgrade will fail. In some instances a power disruption during an upgrade may also corrupt the existing software on the phone. If this corruption should occur, the phone will fail over into its boot code known as "BootC". BootC will automatically try to restore the phone's software from the image on a call server. But for the 1100 Series and the 1200 Series IP Deskphones, if the phone's software was obtained from a TFTP server instead, in order to restore or upgrade the software from BootC, a manual TFTP download from BootC must be performed. The Manual TFTP Download from BootC Procedure is documented in the [IP Phones Fundamentals NN43001-368](#). **NOTE: Caution should be exercised to avoid power disruptions during software upgrades.**

References and Related Documents

Related documents are available on <http://support.avaya.com> using the following product path.

For SIP on 1100 Series IP Deskphones: http://support.avaya.com/css/Products/P0599/All_Documents
For SIP on 1200 Series IP Deskphones: http://support.avaya.com/css/Products/P0600/All_Documents

IP Deskphones documentation related to SIP software includes the following materials:

- NN43112-101 Avaya 1120E IP Deskphone with SIP Software User Guide
- NN43113-101 Avaya 1140E IP Deskphone with SIP Software User Guide
- NN43170-100 Avaya 1165E IP Deskphone with SIP Software User Guide
- NN43110-301 Avaya 1100 Series Expansion Module for SIP Software User Guide
- NN43170-600 SIP Software for Avaya 1100 Series IP Deskphones – Administration
- NN43170-101 Avaya 1220 IP Deskphone with SIP Software User Guide
- NN43170-102 Avaya 1230 IP Deskphone with SIP Software User Guide
- NN43139-100 Avaya 1200 Series Expansion Module for SIP Software User Guide
- NN43170-601 SIP Software for Avaya 1200 Series IP Deskphones – Administration

For IP Office User Guides: <https://support.avaya.com/css/Products/P0160/User%20Guides>

- AV40050-104 Avaya 1120E IP Deskphone with SIP Software - User Guide
- AV40050-105 Avaya 1140E IP Deskphone with SIP Software - User Guide
- AV40050-111 Avaya 1200 Series IP Deskphones with SIP Software - User Guide

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